

## SUBSCRIBER ACKNOWLEDGEMENT REPORT – September 1, 2005

### **Company Contact responsible for company compliance efforts with VoIP E-911 order:**

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### **911 and E-911 Customer Notification Methods**

Voiceglo has informed customers of the non-availability of 911 or E-911 services to our customers since the product launched in 2003. It is included as part of the terms and conditions and a requirement for customers to accept their understanding of terms and conditions during customer registration. Terms and Conditions legal statement:

6. EMERGENCY SERVICES - 911 DIALING

a. Non-Availability of Traditional 911 or E911 Dialing Service:

You acknowledge and agree that the Service does NOT support traditional 911, E911 or any other form of quick dial access to emergency services. The Company does NOT offer 911-type service to Tglo Subscribers at the present time.

Effective 7/29/05 Voiceglo included scripting language as part of the registration to store the actual acknowledgement by the customer as part of the permanent customer record which is stored within an Oracle database. The statement a customer acknowledges is “I understand this service does not support 911 or E-911 emergency services”. Customer acceptance of terms and conditions as well as affirmation the service does not support emergency services is not an optional field – the registration will not complete unless customer responds in the affirmative.

Effective 7/29/05 Voiceglo web sites include information about Voiceglo’s non-support of 911 or E-911 within Frequent Asked Questions and an informational link available through all web pages on 911 services as well as a printable warning notification to be posted at all customer phones.

### **Customer Notifications**

Voiceglo customers are divided into those with active flagging in place to acknowledge non-support of emergency services and those who have been notified during their registration process.

#### **Customer Matrix**

	Customers who have had flag in place to store record of 911 acceptance	Customers who were required to acknowledge non-support of 911 however the response was not flagged and stored as part of customer record
Analog Adaptor Customers	5%	95%
WiFi Customers	30%	70%
Softphone customers	11%	89%

Voiceglo has re-notified 100% of all customers of Voiceglo’s not supporting 911 and E-911 service effective 8/10/05. To track customer response a separate table has been created within the Oracle customer information database that lists all customers by account number and E-mail. Customer is directed to a web site that requires customer to input their email address to continue service. Upon customer submission, a flag is triggered

within the Oracle table and customer acceptance is permanently logged. This information is time stamped by server to ensure 100% of all customers either comply by 9/28/05 or have their service discontinued.

In the re-notification process as of 8/10/05 less than 15% of customers have affirmatively acknowledged that 911 and E-911 emergency services are not available.

Notification process – The E-mail re-notification process refers the recipient to a warning label which states that 911 and E911 emergency services are not available using your VoIP service and instructs the subscriber to attach the label to the customer premises equipment used for your service or near the same. 100% of all customers have been notified of compliance requirements through E-mail. Additional efforts include Customer Support Contact.

Customer Support Contact – 9/15 – customer is contacted direct by customer service representative with notification on discontinuation of service effective 9/28/05  
Non Compliant customers phone service is discontinued effective 9/28/05, using a soft disconnect procedure wherein customer calls will be intercepted and sent to customer support.

This Subscriber Notification Report is submitted September 1, 2005, by Voiceglo, a subsidiary of theglobe.com, in compliance with the guidance issued by the Enforcement Bureau in WC Docket No. 05-196 and WC Docket No. 03-46.